

# 2019 Coronavirus (COVID-19) Frequently Asked Questions\*

\*Information is current as of 5/1/2020 and is subject to change

Please note: Text in this color denotes information that has been updated or added within the 7 days prior to release of this document version

Text in this color denotes information that has been updated since the last version of this document

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## Key Points

- This virus can spread from person-to-person. It can cause severe disease and death.
- Community-wide transmission of the COVID-19 virus is occurring in Androscoggin, Cumberland, Penobscot, and York counties. (4/19)
- Effective at least through May 31, 2020, all Maine residents are required to stay at home under the Stay Healthier at Home Order. (4/28)
- Currently, the greatest risk for COVID-19 is still travel to an area with ongoing community transmission and/or close contact with a confirmed case. (3/17)
- The Governor outlined her plan for a gradual, safe reopening of Maine's economy on April 23, 2020.

## Situation in Maine

### What is the Maine Stay Healthier at Home order? (4/28)

- Effective May 1 until May 31, 2020, all people living in Maine are required to stay at home at all times unless for an essential job or an essential personal reason. Modifications to this order will be made slowly as Maine progresses through [the Governor's plan to restart the economy](#).
  - Only go out for essential personal reasons, including:
    - Obtaining necessary supplies for household consumption or use, such as groceries, and supplies and equipment needed to work from home, laundry, and products needed to maintain safety, sanitation, and essential maintenance of the home or residence.
    - Obtaining medication or medical supplies and seeking medical or behavioral health or emergency services.
    - Providing care, including transportation, of oneself, a family member, friend, pet or livestock in another household or location for essential health and safety activities and to obtain necessary supplies and services.
    - Traveling to and from an educational institution for purposes of receiving meals or instructional materials for distance learning.
    - Engaging in outdoor exercise activities, such as walking, hiking, running, or biking, but, only with fewer than 10 people and using [social distancing guidance](#).
    - Travel required by a law enforcement officer or court order.
    - Traveling to and from a federal, State, or local government building for a necessary purpose.
  - When out of the home or when at work at an essential business, individuals shall maintain a minimum distance of six feet from other people.
- The use of public transportation is prohibited unless for an essential reason or job that cannot be done from home.
- The number of people traveling in private vehicles is limited to people within the immediate household unless transporting for essential activities.
- This order is enforced by law enforcement and violations will be subject to up to six months in jail and a \$1000 fine.

### Am I at risk for COVID-19 infection in Maine? (3/17)

- Visit the [Maine CDC Coronavirus website](#) for updated information on cases in Maine.
- Elevated risk: People in places with ongoing community spread of the virus, healthcare workers, close contacts caring for COVID-19 cases, and travelers returning from [affected international locations](#).

### What happens when a case of COVID-19 is identified in Maine? (3/31)

- When a person is tested for COVID-19, they are asked to self-isolate at home if they are well enough or are isolated in hospital if required. This continues until they [meet criteria for release from isolation](#).

- When Maine CDC is notified of a positive result, an epidemiologist reaches out to the patient to conduct an investigation. Close contacts of the positive person who may have been exposed are identified and contacted. These individuals are instructed to quarantine for 14 days and monitor for symptoms.

### What about people from out of state who test positive? Where are their results reported? (3/31)

- Out-of-state travelers who test positive in Maine are reported by the state of their primary residence. This is to ensure an accurate national tally of COVID-19 cases under guidance from US CDC.
- Patients may continue to receive treatment in the state where they are tested.

### Should Maine be banning out-of-state travelers from coming into the state? (4/29)

- It is **mandated** that all out-of-state travelers coming into Maine, as well as Maine residents returning to Maine, complete a 14-day quarantine upon arrival.
- This means:
  - You need to arrive with enough food for 14 days or arrange to have food delivered to you. You cannot go out to grocery stores.
  - Stay at home. You cannot go out to public places.
  - Avoid contact with others, especially those who are at high risk of severe COVID-19 illness.
  - Keep a distance of at least 6 feet from other people.
  - If you are sick, wear a mask that covers your nose and mouth.
- Visitors should not travel to Maine if they are displaying symptoms of COVID-19.
  - Travelers should not travel to Maine if they are coming from cities or regions identified as COVID-19 hot spots.
  - Individuals who are entering the state to provide essential services are exempt.
- There is little data to indicate that asymptomatic residents of areas with high case counts are more or less likely to infect others with the virus than asymptomatic residents of areas with low case counts.
  - Stay home.
  - Limit the number of visitors in your home.
  - Avoid contact with others, especially those who are at high risk of severe COVID-19 illness.
  - Keep a distance of at least 6 feet from other people.
  - If you are sick, wear a mask that covers your nose and mouth.

### I live in Maine but must cross the state border for work. Do I have to quarantine? (4/1)

- There is no order to quarantine for people who make short trips back and forth across the border for work.
  - Travel should be limited to essential trips.
- This is not the same as travel to visit Maine or return from a long-term winter stay in another state, which does require a quarantine upon arrival.

### I am currently staying at a hotel in Maine. Can I stay even when the Governor mandated that lodging operations close? (4/4)

- Governor Mills mandated the closure of lodging operations, including hotels, motels, bed and breakfasts, inns, short-term rentals (such as those available through Airbnb, RV parks and campgrounds), and all public and private camping facilities as well as online reservations.
  - This is effective April 5, 2020 at 12:00 pm.
  - Reservations as allowed by the order (listed below) may only be accepted by phone.
- Lodging can be provided for housing vulnerable populations; for health care workers or other workers deemed necessary to support public health, public safety, or critical infrastructure; for self-quarantine or self-isolation facilities as arranged by the state; and under limited verifiable extenuating circumstances for the care and safety of residents as approved by the State.
  - Vulnerable populations include children in emergency placements, persons at risk of domestic violence, and homeless individuals as permitted by the State.

- Existing guests may remain through the end of their scheduled stay, but may not allow stay extensions or new reservations except what is allowed by the order.

#### What information will Maine CDC release about any confirmed cases? (3/18)

- Maine CDC will release the following information: gender, age range, county of residence, and test status.
- Maine CDC will not release additional personal information about confirmed cases.
- Maine CDC conducts investigations for all confirmed cases. Any potential contacts will be contacted.
- Press releases and information about cases are located on [Maine CDC's website](#).
- The recommendations for the public do not change based on personal details of confirmed cases. [Continue to follow proper precautions](#).

#### Will Maine CDC release the towns/cities where confirmed cases are located? (3/24)

- No, Maine CDC will not provide this level of information.
- All people in Maine should be practicing [general respiratory prevention measures](#) as if COVID-19 is in their town, according to Maine CDC Director Shah.

#### What is the guidance for events or gatherings in Maine? (4/28)

- Effective May 1 until May 31, gatherings of 10 or fewer people are allowed to occur in accordance with the Governor's plan to reopen the Maine economy.
- This is a proactive measure to help reduce the spread of COVID-19 in Maine.

#### Is there a requirement for businesses to close? (4/28)

- On April 28, 2020, Governor Mills announced her plan to gradually reopen the economy in a 4-stage plan. [View the phased reopening of businesses here](#).
  - Questions about when businesses can reopen should be directed to the Business Answers Team at:
    - [Business.answers@maine.gov](mailto:Business.answers@maine.gov)
    - 1-800-872-3838
- All restaurants and bars in the state are mandated to close to dine-in customers (until May 31).
  - Take-out, delivery, and drive-through options can continue during this time, though Governor Mills urges these services to minimize gathering of customers.
  - Governor Mills urges Maine people to continue to support establishments by purchasing take-out meals, buying gift cards, or other measures of support.
- For essential businesses, implement physical distancing measures.
  - **Less than 7,500 square feet** limit the number of customers in the store at one time to 5.
    - Examples of such stores include gas stations and convenience and specialty food stores.
  - **More than 7,500 and less than 12,000 square feet** limit the number of customers in the store at one time to 15.
    - Examples of such stores include stand-alone pharmacies and certain hardware stores.
  - **More than 12,000 and less than 18,000 square feet** limit the number of customers in the store at one time to 35
  - **More than 18,000 and less than 40,000 square feet** limit the number of customers in the store at one time to 45.
    - Examples of such stores include mid-sized and locally owned grocery stores.
  - **More than 40,000 and less than 60,000 square feet** limit the number of customers in the store at one time to 70.
    - Examples of such stores include chain grocery stores.
  - **More than 60,000 square feet** limit the number of customers in the store at one time to 100 and install protective shields between customers and checkout clerks as soon as practicable.

- Examples of such stores include Lowe's, Wal-Mart, Target and Home Depot.
- The limits must be enforced and a 6-foot separation be placed between any customers waiting in lines.
- As much business as possible must be conducted by curbside order, pick-up, or delivery.
- The handles of every cart and basket must be disinfected between uses.
- Customer handling of unpurchased merchandise must be minimized.
- Separate operating hours for Maine people over the age of 60 and those with underlying medical conditions must be provided.
- Fitting rooms must be closed.
- Stagger break times for employees and require frequent hand washing.
- Other businesses are encouraged to have employees work remotely or implement social distancing measures if this is not possible, including: legal services, business and management consulting, professional services and insurance services, etc.
- Any essential business that violates this order will be subject to further on-site restrictions or closure until those violations are addressed.
- Further guidance for businesses from US CDC can be found [here](#).

#### How do I know if my business is essential or not? (3/24)

- Contact the Business Answers Team to determine if your business classifies as essential:
  - Calling in Maine: 1-800-872-3838
  - Outside of Maine: 1-800-541-5872
  - Email: [business.answers@maine.gov](mailto:business.answers@maine.gov)

#### What is happening with federal and state income tax deadlines? (3/31)

- Both the federal and state income tax payment deadline have been extended to July 15, 2020.
  - This includes any final and estimated Maine income tax payments due by April 15, 2020. Any failure-to-pay penalties and interest will be abated for the period of April 16, 2020 through July 15, 2020. More information can be found [here](#).

#### I am planning to move or am a professional mover. What should I do during the Stay Healthy at Home mandate? (4/1)

- If possible, it is best for you to delay your move until after the Stay Healthier at Home mandate, at least through May 31, 2020.
- If it is not possible for the move to be delayed, this is considered an essential activity.

#### I am a farmer/food producer. What do I need to know about the Maine COVID-19 response? (4/1)

- Maine Department of Agriculture, Conservation, and Forestry (MDACF) has published interim guidance for those who work in [agriculture](#), [horticulture](#), [animal care](#), and [pesticide application](#).
- Farmer's markets, farm stands and community supported agriculture (CSA) are direct-to-consumer outlets that are considered essential services, along with other agricultural and grocery services.
  - [Recommendations for social distancing](#) have been issued by MDACF for these direct-to-consumer outlets.

#### I have a complaint about a non-essential business that is not complying with the Governor's Order. Who should I contact about this? (4/2)

- Please contact the Office of Economic and Community Development at 1-800-872-3838.



## Gradual Plan to Restart Maine's Economy and Reopening Businesses

### When will Maine start to reopen? (4/29)

- Governor Mills announced [her plan for a gradual reopening of the economy](#) on April 28, 2020.
- Questions about when a business can reopen should be directed to the Business Answers team at:
  - [Business.answers@maine.gov](mailto:Business.answers@maine.gov)
  - 1-800-872-3838
- The reopening will be driven by the following principles:
  - Protecting public health.
  - Maintaining health care readiness.
  - Building reliable and accessible testing.
  - Prioritizing public-private collaboration.
- The reopening will occur in 4 stages:
  - Stage 1, beginning May 1<sup>st</sup>:
    - Continues:
      - Prohibition on gatherings of more than 10 people.
        - Unless specifically noted, gatherings of 10 or fewer people are restricted to those with household members alone, in accordance with the Stay Healthier at Home Executive Order.
      - Quarantine of all people entering or returning to Maine for 14 days.
      - Special precautions for older Mainers and others at high risk of COVID-19 and complications.
      - Work from home if able to do so.
      - Continue strict requirements for long-term care facilities.
    - Adds:
      - Requires that Mainers wear cloth face coverings in public settings where physical distancing measures are difficult to maintain.
    - Limited expansion of certain activities, including:
      - Health care from Maine-licensed providers. Must prioritize care for patients with time-sensitive conditions; assure safety of all involved; manage use of essential supplies; pace re-opening services to level of community COVID-19 activity.
      - Personal services: barber shops, hair salons, and pet grooming.
      - Drive-in movie theaters.
      - Outdoor recreation: guided outdoor activities (hunting and fishing) and restricted use of golf and disc golf courses.
      - State parks, state-owned public land trails, and historic sites.
      - Auto dealerships and car washes.
  - Stage 2, tentatively June 1<sup>st</sup>:
    - Continues:
      - Maintains 14-day quarantine for travel into Maine.
      - Work from home if able, except for certain fields, including state employees.

- Special precautions for older Mainers and others at high risk of COVID-19 and complications.
- Limitation on gatherings revised to prohibit gatherings of more than 50 people.
- Some degree of opening with reservations, capacity limits, and other measures for:
  - Restaurants.
  - Fitness and exercise centers, nail salons.
  - Retail stores for broader in-store shopping.
  - Lodging and campgrounds for Maine residents and those who have met 14-day quarantine requirement.
  - Day camps for Maine children and those who have met the 14-day quarantine requirement.
  - Coastal state parks.
- Stage 3, tentatively beginning July 1<sup>st</sup>:
  - Continues
    - Maintains prohibition on gatherings of more than 50 people.
    - Maintains 14-day quarantine for travel into Maine.
  - Some degree of opening for:
    - Lodging, such as hotels, campgrounds, summer camps, or RV parks for Maine residents and visitors. The Administration is developing guidelines to assist them in safely reopening, and reservations should not be taken until those guidelines are issued.
    - Outdoor recreation such as charter boats and boat excursions.
    - Bars.
    - Personal services such as spas, tattoo and piercing parlors, and massage facilities, among others.
- Stage 4, no timeframe.
  - Lifts restrictions and allows all businesses and activities to resume with appropriate safety precautions.
- In order to reopen, various sectors of Maine's economy will be required to complete the COVID-19 Prevention Checklists.
  - This will be through the Department of Economic and Community Development and will help to implement practical, reasonable, evidence-informed safety protocols and modifications that protect the health and safety of employees and customers.
  - These accommodations may be as simple as closing break rooms, providing flexible working hours, employee training, and installing plexiglass shields, or as complex as adjusting a business' sales process and reducing occupancy to ensure employee and customer safety.
- [General guidance for all Americans](#), including information for public spaces, workplaces, businesses, schools, and homes is available through US CDC.

#### How do I know when my business can reopen? (4/28)

- Contact the Business Answers team at:
  - [Business.answers@maine.gov](mailto:Business.answers@maine.gov)
  - 1-800-872-3838

#### When can hotels and other lodging operations begin to take general reservations again? (4/28)

- Lodging, such as hotels, campgrounds, summer camps, or RV parks for Maine residents and visitors may begin to open again in Stage 3 of the reopening of Maine's economy, tentatively beginning July 1<sup>st</sup>.
  - Reservations should not be taken until guidance on safe reopening is issued from the Governor's office.
- The industry should be prepared to make cancellations beyond the end of June, if required for the COVID-19 response in Maine.

#### Where can I find the checklist for reopening my business? (4/30)

- Please go to the Office of Economic and Community Development's website:  
<https://www.maine.gov/decd/covid-19-prevention-checklists>

#### Where can I find the badge for my business to post on my door, website, or social media channel? (4/30)

- Please go to the Office of Economic and Community Development's website:  
<https://www.maine.gov/decd/covid-19-prevention-checklists>

#### I have questions about the checklist. Who can I speak to? (4/30)

- Please contact the Office of Economic and Community Development either by phone at 1-800-872-3838 or by email at [business.answers@maine.gov](mailto:business.answers@maine.gov).

#### I am allowed to reopen my private business under the Governor's plan (Ex: hair salons). Can I get PPE through the State cache? (4/30)

- The process currently put in place to request PPE from the State cache is intended to provide supplies to healthcare facilities in Maine.
- The State cache is not an appropriate source of PPE for reopening of private businesses under the Governor's plan.
- If private businesses cannot secure enough PPE to reopen services safely, then they may not reopen.

#### I am not able to secure PPE through the State cache for my business, so where can I find PPE? (4/30)

- Please go to <https://pages.maineemep.org/> to find cloth face covers sold by Maine manufacturers.

#### If one of my employees tests positive for COVID-19, do I need to report it to Maine CDC? (5/1)

- The places and people required to report any reportable disease, including COVID-19 are: health care providers, medical laboratories, health care facilities, administrators, health officers, and veterinarians.
- Any other employer or entity is not required to notify Maine CDC if an employee tests positive. The testing laboratory and health care provider are required to report this.

#### If one of my employees tests positive for COVID-19, should I notify all of the rest of my employees? (5/1)

- A Maine CDC investigator will contact the employer of anyone who tests positive for COVID-19.
- All close contacts of the positive employee will need to be notified.
- An employer is not required to notify any other employees that are not close contacts, but may do so if they choose.
  - If an employer decides to notify other employees that a fellow employee tested positive, the employer must keep the identity of the positive person private, following HIPAA laws.

## Response to COVID-19

### What is the State of Maine doing? (3/15)

- Response activities are being coordinated across all levels of State Government. This includes the Department of Health and Human Services, Department of Transportation, Department of Education, and many others.
- The Maine Health and Environmental Testing Laboratory is providing free COVID-19 testing.
- Maine Center for Disease Control and Prevention is conducting investigations to identify contacts of every positive COVID-19 case in the state.
- Maine CDC and 211 provide 24/7 consultation services for healthcare providers and the public, respectively.

### What is the Governor doing? (4/28)

- In early March, Governor Janet Mills convened the Coronavirus Response Team to coordinate the state government's response across departments, local agencies, and health authorities to the potential spread of COVID-19 in Maine.
- On March 12, 2020, the Governor announced additional steps to reduce the spread of COVID-19 in Maine, including:
  - Proclaiming an insurance emergency to improve access to care and require private health insurance plans to cover costs related to coronavirus testing.
  - Suspending all non-essential out-of-state work travel by State employees.
  - Recommending that non-essential large, indoor gatherings of 250 people or more be postponed.
- On March 17, 2020, the Governor issued a proclamation to prevent "profiteering in necessities" by not allowing goods deemed as necessary to be sold to consumers at more than 15 percent the price these goods and services were sold immediately prior to the disruption.
- On March 18, 2020 Governor Mills issued mandates closing dine-in service at restaurants and bars for a two-week period and limiting gatherings to no more than 10 people.
- On March 24, 2020 Governor Mills issued mandates closing non-essential public-facing businesses.
- On March 27, 2020, in response to the generosity of Maine people, businesses, and organizations looking to help, Governor Mills launched [MaineHelps](#), a resource to outline ways Maine people can support efforts to combat the COVID-19 pandemic.
- On March 31, 2020 Governor Mills issued the Stay Healthy at Home Mandate.
- On April 3, 2020 Governor Mills mandated that all visitors entering Maine must self-quarantine for 14 days.
- On April 7, 2020 Governor Mills charged the Maine National Guard and Maine Emergency Management Agency to establish two alternative care sites in Portland and Bangor to increase inpatient hospitalization capacity.
- On April 7, 2020 Governor Mills also stated that \$10 million in supplemental payments will be made to Maine hospitals to support COVID-19 care.
- On April 14, 2020 Governor Mills extended the State of Civil Emergency until May 15, extending the authority of the Governor to deploy available state resources and issue or modify emergency orders.
- On April 16, 2020 Governor Mills issued an executive order to prevent eviction of tenants for the duration of the state of emergency. She also announced a rental assistance relief program for people who cannot pay their rent due to COVID-19.
- On April 28, Governor Mills introduced her vision for a gradual, safe reopening of Maine's economy (4/28)

### How are hospitals preparing? (3/15)

- Hospitals are [following guidance from US CDC](#) to practice infection control, test and care for COVID-19 patients, and manage supplies of testing kits and personal protective equipment.

I am a healthcare worker and would like to volunteer to help with the COVID-19 response. How can I do this? (3/26)

- Please visit [www.maineresponds.org](http://www.maineresponds.org) to register as a volunteer to provide services during a disaster or emergency situation.

I would like to volunteer for emergency or disaster relief efforts in Maine. How can I do this? (4/15)

- Please visit [www.maineready.org](http://www.maineready.org) to register as a volunteer for current and future emergency or disaster relief efforts.

Where can I find more information on donating time or resources? (3/31)

- Please visit the [MaineHelps resource](#) for information on how you can support efforts to combat the COVID-19 pandemic.
- Extending financial support:
  - To donate financial support for critical needs such as food and shelter, contact [your local United Way](#).
  - To donate financial support for regional and community-based nonprofits, area agencies on aging, community action programs, homeless shelters, and food pantries, visit the [Maine Community Foundation](#).
- Supporting the healthcare and medical response:
  - To donate certified medical supplies, like personal protective equipment (PPE), fill out [this form](#).
  - Maine people are encouraged to donate blood via the [American Red Cross of Maine](#), which is experiencing a critical shortage of blood donations.
- Supporting local small businesses:
  - Maine people are encouraged to safely support local businesses through efforts like [PayItForwardMaine](#).
    - Be mindful of physical distancing guidelines and using online transactions or pickup and delivery services.

I would like to donate homemade cloth face masks for health care providers. How can I do that? (4/15)

- Please contact the health care facility where you would like to donate cloth face masks. This will ensure that the facility is accepting masks and that you follow any materials requirements.

I work for a community or religious organization. How can we respond to COVID-19? (3/12)

- Guidance for responding to COVID-19 before, during, and after an outbreak occurs, as well as recommendations for cleaning facilities can be found on [US CDC's website](#).

I work for an organization that serves homeless populations. How can we respond to COVID-19? (3/12)

- Guidance for responding to COVID-19 before, during, and after an outbreak occurs, as well as recommendations for cleaning facilities can be found on [US CDC's website](#).

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## Prevention and Protection

What should I do if I had contact with someone with COVID-19 (not a health care or critical infrastructure worker)? (4/9)

- These guidelines apply to people who are not considered [health care or critical infrastructure workers](#).
- If you had **close contact** (within 6 feet for 30 minutes or more) with a person who **tested positive** for COVID-19 while they were symptomatic or within 48 hours before their symptoms started:
  - You need to quarantine at home for 14 days. Take your temperature 2x per day and monitor for fever, cough, or difficulty breathing.

- You can have contact with people in your household and they can continue to leave home as long as you are not symptomatic.
- If you had **contact** (within 6 feet for less than 30 minutes) with a person who has **tested positive** for COVID-19 while they were symptomatic or within 48 hours before their symptoms started:
  - No quarantine is recommended. Monitor for symptoms for 14 days and contact healthcare provider if symptoms develop.
- If you have **been in the same room (more than 6 feet away) at the same time as** a person who **tested positive**:
  - No quarantine is recommended. Monitor yourself for symptoms for 14 days and contact a healthcare provider if symptoms develop.
- If you have **been in a room at a different time than** a person who **tested positive**:
  - No action is needed. You are not considered a contact.
- If you have had **contact with someone who has been in contact (no direct contact)** with a person who has **tested positive**:
  - No action is needed.
  - You can monitor yourself for symptoms and contact a healthcare provider if symptoms develop.
- If you have had **any contact** with someone who is sick but **does not have a positive test result**:
  - No quarantine is recommended. Monitor yourself for symptoms for 14 days and contact a healthcare provider if symptoms develop.

#### What should I do if I had contact with someone with COVID-19 (health care or critical infrastructure worker)? (4/29)

- These guidelines apply for people who are considered health care or critical infrastructure workers.
- Critical Infrastructure workers include:
  - Federal, state, and local law enforcement.
  - 911 call center employees.
  - Fusion Center employees.
  - Hazardous material responders from government and the private sector.
  - Janitorial staff and other custodial staff.
  - Workers (including contracted vendors) in food and agriculture, critical manufacturing, informational technology, transportation, energy, and government facilities.
- Asymptomatic critical infrastructure workers may continue to work following potential exposure to COVID-19.
  - Potential exposure means being a household contact or having close contact (within 6 feet for 30 minutes or more) of an individual with confirmed or suspected COVID-19.
  - This contact period includes up to 48 hours before the sick individual became symptomatic.
- Asymptomatic health care providers should follow the recommended self-quarantine if their facility can still remain open without the asymptomatic health care worker.
  - If the facility would have to close in their absence, then the asymptomatic person can continue to work following these guidelines.
- Health care and critical infrastructure workers who remain asymptomatic should follow these practices prior to and during their work shift:
  - Pre-screen: measure the employee's temperature and check for symptoms prior to starting work. Temperature checks should occur before the individual enters the facility.
  - Regular monitoring: Employee should self-monitor for symptoms during shift.
  - Wear a mask: Employee should wear a face mask at all times while in the workplace for 14 days after the last exposure.
  - Social distance: Maintain 6-foot distance and practice social distancing as work duties permit.
  - Disinfect and clean work spaces: clean and disinfect all areas like offices, bathrooms, common areas, and shared electronic equipment.
- If the employee shows symptoms of COVID-19, they must be sent home immediately.
  - Surfaces in workspace should be cleaned and disinfected.

- Information on anyone who had contact with the ill employee from 48 hours before up to the time the employee became symptomatic should be collected. Anyone with close contact within 6-feet during this time would be considered exposed.
- This and further guidance can be found at [US CDC Interim Guidance for Critical Infrastructure Workers page](#).

### What can people do to prevent infection with COVID-19?

- The best way to prevent infection is to avoid being exposed to this virus. People should [avoid travel to affected areas](#), [practice social distancing](#), and follow general respiratory prevention measures:
  - Wash your hands often with soap and water for at least 20 seconds. This is especially important after using the bathroom, before eating, and after blowing your nose, coughing, or sneezing. If soap and water is not available, use an alcohol-based hand sanitizer with at least 60% alcohol.
  - Avoid touching your eyes, nose, and mouth with unwashed hands.
  - Avoid touching high-touch surfaces in public.
  - Avoid close contact with people who are sick.
  - Cover your cough or sneeze into a tissue, then throw the tissue in the trash.
  - Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
  - Stay home when you are sick.

### Are facemasks useful to prevent COVID-19? (4/28)

- All Mainers are required to wear a cloth face covering when out in public settings where other social distancing measures are difficult to maintain, beginning May 1<sup>st</sup>.
- US CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain, especially in areas of significant community-based transmission.
  - This is now recommended due to new evidence that some people who are not showing symptoms may be able to transmit the COVID-19 virus.
  - More information about making cloth facemasks can be found on the [US CDC site for the use of cloth face coverings](#).
- Even if you wear a facemask, you should also use other [prevention methods](#).

### What type of facemask may be effective against COVID-19? (4/4)

- A surgical-type facemask can help prevent an infected person from spreading the virus, especially when they cough or sneeze. It may also help prevent spread from a person who is infected by asymptomatic.
- N95 respirator facemasks may be used by healthcare personnel when caring for an infected patient.
  - N95 respirator facemasks require training and fit-testing in order for them to work.
  - If you have not been trained and fitted to an N95 respirator, you should not be wearing one.
  - N95 respirators are not recommended for routine use in the community.

### Is there a sufficient supply of facemasks and N95 respirators? (3/31)

- Public health officials are working to ensure adequate supply for critical personnel.
- Facemasks and N95 respirators should be used only where recommended.
- Facemasks have limited ability to prevent infection in otherwise healthy people.

### I cannot find facemasks or other personal protective equipment (PPE) anywhere. Can Maine CDC help? (4/4)

- Maine CDC is not able to provide personal protective equipment to members of the public or assist in helping members of the public find sources for personal protective equipment.
- If you are sick, contact your healthcare provider for assistance in finding facemasks and other equipment.
- If you are not sick, you can wear a cloth facemask.
  - Information is available from US CDC on [the use and creation of cloth face coverings](#).
- Wearing facemasks should not take the place of other prevention measures. Continue to practice [general respiratory prevention measures](#).



- Healthcare facilities should follow US CDC's [strategies for optimizing the supply of PPE](#).
- Information is available from US CDC on [the use and creation of cloth face coverings](#).

### Do I have to wear a mask every time I go out in public in Maine? (4/30)

- The Governor's order requires Maine people to wear cloth face coverings in public places where physical distancing is difficult to maintain, as recommended by the U.S. CDC. The order identifies public settings as:
  - Indoor spaces that are accessible to the public such as grocery stores, retail stores, pharmacies and healthcare facilities
  - Outdoor spaces such as playgrounds, busy parking lots, and other areas such as lines for take-out service where the public typically gathers in a smaller area
  - Public transportation such as a taxi, Uber, Lyft, ride-sharing or similar service
  - Ferry, bus, or train
  - Any semi-enclosed transit stop or waiting area
- Under the order, cloth face coverings are not required for children under age 2, a child in a child care setting, or for anyone who has trouble breathing or related medical conditions, or who is otherwise unable to remove the mask without assistance.

### Are there any cleaning recommendations to prevent COVID-19? (3/20)

- Clean and disinfect frequently touched objects and surfaces (tables, countertops, light switches, doorknobs, cabinet handles, etc.) daily using a regular household cleaning spray or wipe.
- Consult [this list](#) of EPA-approved products for emerging viral pathogens for recommendations.
- Find cleaning recommendations for households with suspected/confirmed COVID-19 cases [here](#). (3/20)

### What type of hand sanitizer should I be using?

- Use an alcohol-based hand sanitizer that contains 60 percent to 95 percent alcohol.
- If soap and water are readily available, wash hands instead of using alcohol-based hand sanitizer.

### What is social distancing?

- Social distancing means remaining out of:
  - Public places where close contact with others may occur (shopping centers, movie theaters, stadiums, etc.).
  - Workplaces (unless in an office space that allows distancing from others).
  - Schools and other classroom settings.
  - Local public transportation (bus, subway, taxi, ride share, plane, ship, etc.).

### How long will it take to develop a vaccine for COVID-19? (3/31)

- Currently, a massive effort is underway to develop a vaccine for COVID-19.
- It can take one to two years to develop a fully-tested vaccine.
- Initial supplies of a COVID-19 vaccine would be for those at highest risk of exposure and those at highest risk of severe disease.

### What is the difference between isolation and quarantine? What is involved? (4/29)

- Self-quarantine means that you need to separate yourself from others because you **may have been exposed** to the COVID-19 virus but are not currently symptomatic.
- Self-isolation means that you need to separate yourself from others because you **may be infected** with the COVID-19 virus and you are experiencing symptoms.
- Self-monitoring means that you need to pay attention to your health to note if you develop symptoms of COVID-19, including fever, cough, or difficulty breathing.
- For both self-quarantine and self-isolation:



- Stay home.
- You cannot go to public places even for essential reasons, including grocery stores. Plan to have 14 days of food available or arrange to have it delivered to you.
- Do not have visitors in your home.
- Avoid contact with others, especially those who are at high risk of severe COVID-19 illness.
- Keep a distance of at least 6 feet from other people.
- If you are sick, wear a mask that covers your nose and mouth.
- During self-quarantine, you can have contact with other members of your household.
- During self-isolation, you should avoid having contact with other members of your household as much as possible.
- These are different from the Stay Healthy at Home Order.
  - This order allows you to go out for essential personal reasons.
  - If you are self-quarantining or self-isolating, you cannot leave your house for essential personal reasons.

I recovered from COVID-19 and would like to donate plasma to help others who are sick. How can I do this? (4/15)

- The American Red Cross is recruiting plasma donors who have recovered from COVID-19. Donors must:
  - Have recovered from confirmed (lab-tested) COVID-19.
  - Be 17 years of age or older.
  - Have been recovered (without symptoms) for at least 14 days.
- Anyone who meets these criteria can [register](#) at with the American Red Cross.

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## Transmission and Outbreak

How is COVID-19 spread and acquired?

- The virus that causes COVID-19 can be transmitted from person-to-person.
  - This is thought to occur when an infected person coughs or sneezes within 6 feet of an uninfected person and the uninfected person breathes in the virus.
- The best way to prevent infection is avoiding exposure to the virus by practicing [prevention measures](#).

Can a person spread the COVID-19 virus even if they have no symptoms? (4/1)

- It is possible that people infected with COVID-19 may be infectious before showing symptoms.
  - More detailed studies are being done to determine whether people acquire COVID-19 from those without symptoms.
- People are thought to be most contagious when they are most symptomatic/the sickest.
- Maine CDC recommends that only people who are showing symptoms be tested for COVID-19.

How efficient is the spread of COVID-19? (3/31)

- Initial data suggest that each person with COVID-19 may infect up to two or three additional people if no prevention measures are used.
- Some spread might be possible before people show symptoms.
- Person-to-person infection with COVID-19 usually happens after close contact with an infected person.
  - Close contact is defined as being within 6 feet of an infected person for 30 minutes or more.

Can the COVID-19 virus be spread from contaminated surfaces? (3/31)

- The COVID-19 virus can be acquired from contaminated surfaces, but this is not the primary way the virus spreads.
  - This happens when an infected person coughs or sneezes and droplets land on surfaces. A person can become infected by touching the contaminated surface and then touching the eyes, nose, or mouth.
- Clean and disinfect frequently touched objects and surfaces.

- Most often, spread of the virus happens among close contacts through respiratory droplets. [Practice general prevention measures.](#)

### Can the COVID-19 virus be spread in the air or only by droplets? (3/31)

- People mainly acquire COVID-19 by respiratory droplets from coughs or sneezes.
  - Experts believe that COVID-19 does not spread via the airborne route.
- There are important differences between droplet and airborne transmission.
  - Droplets are larger and heavier than airborne particles and settle faster.
- Only a limited number of diseases are capable of airborne transmission, like measles and tuberculosis.

### How infectious is the virus that causes COVID-19? (3/31)

- The virus that causes COVID-19 spreads similarly to viruses that cause the common cold.
- How easily the virus spreads from person-to-person appears highly variable.
- Much is still unknown about the spread of the virus that causes COVID-19.

### Can someone who has had COVID-19 spread the illness to others?

- Someone who is actively sick with COVID-19 can spread the illness to others.
- Once a person with COVID-19 has been released from isolation and is no longer showing symptoms without the aid of medication (fever-reducers, cough suppressants), they are no longer considered able to spread the COVID-19 virus.

### What is community spread?

- Community spread means people have been infected with the virus in an area, including some who are not sure how or where they became infected.

## Medical Information and Testing

### What are the signs/symptoms of COVID-19 and when do they appear? (4/28)

- People with these symptoms or combinations of symptoms may have COVID-19
  - Cough.
  - Shortness of breath or difficulty breathing.
  - Or at least two of these symptoms:
    - Fever.
    - Chills.
    - Repeated shaking with chills.
    - Muscle pain.
    - Headache.
    - Sore throat.
    - New loss of taste or smell.
- Seek medical attention immediately if you experience any of these emergency warning signs for COVID-19:
  - Trouble breathing.
  - Persistent pain or pressure in the chest.
  - New confusion or inability to arouse.
  - Bluish lips or face.
- Symptoms may appear 2-14 days after exposure to the virus.

### Who is at higher risk for serious illness from COVID-19?

- Older adults and people who have serious chronic medical conditions are at higher risk for serious illness.
- Serious chronic medical conditions include: **heart disease, diabetes, and lung disease.**

### What should people at higher risk of serious illness with COVID-19 do? (3/13)

- If you are at a higher risk of getting very sick from COVID-19, you should:

- Stock up on supplies, including daily medications.
- Take everyday precautions to keep space between yourself and others.
- When out in public, keep away from others who are sick.
- Limit close contact with others.
- Wash your hands often.
- Avoid crowds
- Practice [social distancing](#).
- If there is an outbreak in your community, stay home as much as possible.
- Watch for symptoms. If you get sick, stay home and call your doctor.
- Visit U.S. CDC's page for [People at Risk for Serious Illness from COVID-19](#) for more information.

### Who can be tested for COVID-19 and where? (3/20)

- Work with your healthcare provider to find your nearest testing location.
- Decisions to test are left up to the clinical judgement of your healthcare provider.
- Testing prioritization at HETL (the state lab):
  - Maine's Health and Environmental Testing Laboratory (HETL) is prioritizing testing to high risk individuals to preserve testing supplies during a national supply shortage.
  - Individuals being tested must be symptomatic (fever or respiratory symptoms) **AND** fall into one of these high-risk categories:
    - Hospitalized patients.
    - Health care workers.
    - First responders (EMS, Police, Fire, etc.).
    - Those living in congregate settings (e.g. long-term care facilities, group homes, assisted living facilities, jails, shelters).
    - Patients older than 60 years.
    - Patients with underlying medical conditions.
  - If symptoms are consistent with COVID-19 but do not fall into high risk category, patient should be evaluated and isolated at home. Testing is not recommended.
  - Samples received at HETL for those not meeting high-risk criteria may be saved but later testing cannot be guaranteed.
  - Samples submitted from asymptomatic individuals will be rejected.
- Testing of patients who do not meet high-risk criteria for testing at HETL can be tested at other commercial laboratories.

### I was tested for COVID-19. How long will my results take? How can I find results? (3/24)

- Contact the healthcare provider that tested you for a timeframe and for results.
- Maine CDC does not provide test results to individuals.

### My healthcare provider is not able to test me for COVID-19. What should I do? (3/12)

- If your symptoms are mild and do not require a visit to your healthcare provider, you should self-isolate at home.
- If your symptoms are serious enough to require a visit to your healthcare provider, call ahead **BEFORE** you leave for your healthcare provider's office.
  - IF your provider is not able to test you, ask if they can facilitate testing at another location.
  - Always call ahead **BEFORE** arriving at a new healthcare provider's location.

### Can a person test negative and later test positive for COVID-19?

- For COVID-19, a negative test result for a sample collected while a person has symptoms likely means that the COVID-19 virus is not causing the current illness.

### Are there any antibody tests available for COVID-19? When will these be available in Maine? (4/22)

- There is no FDA-approved antibody test for COVID-19 but some are available under FDA's emergency use authorization.
- Maine CDC does not maintain a list of places where antibody testing is available. You should contact your health care provider to determine if this is available to you and if it is recommended for you.

### What should I do if I don't have a Primary Care Provider (PCP)? (3/15)

- If you are sick or would like to be tested for COVID-19 but do not have a PCP, you can visit an urgent care or walk-in facility for care and testing. Always call **BEFORE** you arrive to let them know you are coming.
- The Emergency Department should be reserved for patients whose symptoms require emergency care.
- Always call a healthcare facility **BEFORE** going inside to let them know you are sick.

### What should I do if I am under-insured? If I do not have insurance? (3/18)

- On March 12, 2020, Maine Governor Janet Mills declared an Insurance Emergency. This requires all private insurers in Maine to cover the costs of coronavirus testing, as well as associated costs, including healthcare visits and copays.
- Anyone uninsured in Maine can review [this guidance](#) to access COVID-19 testing and care.

### Does COVID-19 affect children and adults differently?

- Older adults and people with underlying or chronic health conditions are at greatest risk.
- Youth appears to offer some protection from severe COVID-19 illness.
- All age groups can help slow the spread of COVID-19 by practicing [general prevention measures](#).
- Find the latest information on the risk of COVID-19 for children [here](#).

### What about pregnant women and COVID-19?

- Initial studies indicate COVID-19 does not pass to a fetus during late pregnancy or cause severe health outcomes in a newborn.
- Information is very limited. Find the latest information on the risk of COVID-19 for pregnant women and infants, as well as recommendations for breastfeeding on US CDC's [Pregnancy and Breastfeeding site](#).

### What is the medical treatment for people affected by COVID-19?

- There are currently no approved treatments for COVID-19 besides supportive care.
- Supportive care means that the symptoms of disease are treated, rather than the cause of the disease.

### How can a person be released from isolation at home? (3/20)

- For individuals who have tested positive for COVID-19:
  - Self-isolate until:
    - At least 7 days have passed since symptoms first appeared, **AND**
    - At least 3 days (72 hrs) have passed since recovery (no fever without the use of fever-reducing medications) **and** respiratory symptoms have improved.
  - All close contacts without symptoms of a person who has tested positive for COVID-19 should stay home (self-quarantine) for 14 days from the time of their last exposure.
- For individuals with symptoms compatible with COVID-19 who are not tested, or who are awaiting test results:
  - Self-isolate until:
    - At least 7 days have passed since symptoms first appeared, **AND**
    - At least 3 days (72 hours) have passed since recovery (no fever without the use of fever-reducing medications **and** improvement in respiratory symptoms).
  - There are no recommendations at this time for close contacts of an individual that has been asked to self-isolate but has not been tested. Any close contacts who become sick should self-isolate and follow this same guidance.
- [Specific criteria](#) are available for healthcare workers with confirmed or suspected COVID-19 for release from isolation.

### I was released from isolation, but my symptoms came back again. What should I do? (4/8)

- Maine CDC is now aware that some people who have met the criteria to be released from isolation may develop symptoms again after release.
- If this happens to you, please isolate yourself again until 24 hours after your symptoms have resolved again, without the use of any fever-reducing or cough-suppressing medication.
- Maine CDC does not recommend additional testing. The testing methods available would not provide any useful information about your infection status.

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## Daily Life and COVID-19

### What guidance is available for dental offices during the COVID-19 response? (4/29)

- [Guidance is available from US CDC.](#)

### I need help with rent assistance/evictions due to COVID-19. Who can I contact? (4/19)

- The COVID-19 Rent Relief Program issues a one-time payment of up to \$500 in rental assistance directly to landlords for households that meet certain ability to pay requirements. The landlord agrees not to evict the tenant for nonpayment for the month the payment was issued.
  - Visit [www.mainehousing.org/covidrent](http://www.mainehousing.org/covidrent) for more information and application materials.
- Please contact the [Maine State Housing Authority](#) for assistance at 207-626-4600.

### Should I be worried about getting evicted if I cannot pay my rent due to COVID-19? (4/19)

- On March 18, 2020 the Maine Supreme Judicial Court issued an order that permitted filing in eviction but prohibited the action until May 1<sup>st</sup>, unless the case presented a severe emergency. Only evictions authorized before March 18<sup>th</sup> are permitted to proceed.
- On April 16<sup>th</sup>, Governor Mills issued an executive order that prevented eviction orders authorized before March 18<sup>th</sup> that have not been issued yet from being issued during the state of emergency.
- Enforcement actions can be taken against landlords attempting to unlawfully evict tenants, such as by turning off utilities.
- Governor Mills' executive order also protects tenants who are considered "at will" (do not have a legal agreement with their landlord) and cannot make rent payments because of COVID-19, by requiring a landlord to provide at least 60 days' notice to a tenant to leave, instead of 30 days. This also extends an eviction notice timeframe from 7 to 30 days.
- The Governor's order does not prevent a tenant from being evicted if they pose a substantial risk to another person, immediate and severe risk to property, or a violation of health, sanitation, fire, housing, or safety laws.
- The Governor's order does not relieve any tenant of their obligation to pay rent.

### Where can I find information on unemployment insurance and unemployment benefits? (3/26)

- Visit the [Maine Department of Labor COVID-19 Site](#) for more information.

### Where can I find information on services offered through the Maine Department of Health and Human Services? (3/26)

- Programs include Temporary Assistance for Needy Families, Food Supplement Benefits, Health Care Assistance, Emergency Assistance, Child Care Subsidy, and General Assistance.
- Find information [here](#).
- Apply for benefits [online](#).

### Where can I find information on services to help businesses? (3/26)

- Contact the [Maine Department of Economic and Community Development](#).

### Where can I find information about paid sick leave or expanded family and medical leave during the COVID-19 outbreak? (4/1)

- The Families First Coronavirus Response Act requires certain employers to provide their employees with paid sick leave or expanded family and medical leave for specified reasons related to COVID-19.
  - These provisions apply from April 1 through December 31, 2020.
- A summary of employee rights under the Families First Coronavirus Response Act can be found [here](#).

### I am a farmer/food producer. Where can I look for assistance during the COVID response? (4/1)

- Information is changing rapidly. Please visit the Maine Department of Agriculture, Conservation, and Forestry's COVID-19 website under the [Financial Resources for Farmers and Producers](#) heading for the most up-to-date information on programs that are available.

### Where can I find information on Local Food and Food Assistance? (4/1)

- Visit the Maine Department of Agriculture, Conservation, and Forestry's website under the [Find Local Food and Food Assistance](#) for more information on food assistance programs.

### I have split custody of my child/children. Should they continue to go to their other parent's house as stipulated in a custody agreement? (4/1)

- It is considered to be essential that co-parents comply with custody agreements. If all parties abide by physical distancing guidelines, shared custody of children can continue.

### What should I do if my kids can't go to school? (3/15)

- Childcare:
  - Talk with your employer about sick leave and telework options if you need to stay home with your child.
  - Consider alternate childcare arrangements, such as having a family member or friend watch your child while you are at work.
- Education:
  - Talk to your child's school about options for digital and distance learning.
  - Discourage children and teens from gathering in other public places while school is dismissed to help slow the spread of COVID-19 in the community.
  - Keep track of school dismissal updates to determine when students should return to schools.
    - This decision will be made by individual school districts.
- [Talk to your child](#) about COVID-19 to reduce anxiety and stress.

### Can pets and livestock be infected with the COVID-19 virus? (4/28)

- It is very rare, but possible for animals to become infected with the COVID-19 virus, including pet cats.
  - These cats are believed to be infected by people.
- There is no evidence that any animals, including pets or livestock, can spread COVID-19 to humans, including on their skin or fur.
- This is why it is very important to protect your pets by limiting contact with them if you are sick with suspected or confirmed COVID-19. If possible, have another member of your household care for your animals while you are sick.
  - Your pets should be included in your family's preparedness planning efforts. This includes a 2-week supply of pet food and pet medicines available.
    - Visit [U.S. CDC's Pet Disaster Preparedness Kit](#) site for more information.
- Maine CDC and Department of Agriculture, Conservation, and Forestry currently do not recommend testing animals that don't have symptoms for COVID-19.
  - Any testing of animals will be limited and only on recommendation of the state veterinarian, state epidemiologist, and National Veterinary Services Laboratory.
- Guidance is available from the American Veterinary Medical Association for the [intake of companion animals from households where humans with COVID-19 are present](#).



- It is recommended that a pet exposed to a person with suspected or confirmed COVID-19 stay in that household, rather than being transferred to another household or facility for care.
- US CDC issued infection prevention and control guidance for Veterinary Clinics [here](#).

#### If a tiger in a zoo can be infected with COVID-19, do I need to worry about my cat? (4/8)

- The tiger that tested positive at the Bronx Zoo is the first animal to test positive for COVID-19 in the US.
  - Several pet cats in homes with COVID-19 positive owners have tested positive. Some cats were symptomatic and some had no symptoms.
- It is very rare, but it is people who have given the infection to their cats. There is no evidence to suggest that any animals, including pets or livestock, can spread COVID-19 to people.
- If your pet develops symptoms of respiratory disease (coughing, sneezing, discharge from eyes/nose), call your veterinarian.
  - Remember that veterinary patients remain vulnerable to other, more likely causes of respiratory disease.
  - Tell your veterinarian if you or someone in your household is suspected to have or has tested positive for COVID-19.
  - Any testing of animals for COVID-19 will be limited, and only available with approval of state veterinarian, state epidemiologist, and National Veterinary Services Laboratory.
- Remember that COVID-19 is a respiratory disease being spread from person-to-person.
  - Pets and livestock are not playing a role in transmission of the disease to humans.

#### Can you get COVID-19 from mail packages that arrive from affected areas? (3/31)

- No cases of COVID-19 have been reported from packages or imported goods.
- Coronaviruses may persist on surfaces for a few hours or up to several days, depending on the surface type and environmental conditions.
- The risk of catching COVID-19 from a package that has been moved, travelled, and exposed to different conditions and temperatures is believed to be low.
- The likelihood of a person with COVID-19 contaminating commercial goods is believed to be low.
- Wash your hands for 20 seconds with soap and water after bringing in packages, or after trips to the grocery store or other places where you may have come into contact with infected surfaces.

#### I was planning to go to a sporting event, concert, conference, etc. and now it is canceled. Will I be refunded?

- Please contact the facility/organization hosting the event to find out about refunds or rescheduling.

#### How should I cope with stress during a COVID-19 outbreak in my community? (4/22)

- An outbreak of COVID-19 in your community may be very stressful.
- Visit US CDC's [Stress and Coping During COVID-19](#) site for ways you can support yourself during an outbreak.
- A Frontline Warm Line is available for first responders, health care workers, those in law enforcement, and anyone else who is involved in the direct response to COVID-19.
  - Call 207-221-8196 or 866-367-4440 to connect with someone for support services.
  - Volunteers staffing the Warm Line include licensed psychiatrists, psychologists, therapists, social workers, and nurse practitioners.

#### Am I at risk if I go to a funeral or visitation service for someone who died of COVID-19? (3/12)

- There is currently no known risk associated with being in the same room at a funeral or visitation service with the body of someone who died of COVID-19.

#### Am I at risk if I touch someone who died of COVID-19 after they have passed away? (3/12)

- Since we are still learning how the virus spreads, people should consider not touching the body of someone who has died of COVID-19.

- Activities such as kissing, washing, and shrouding should be avoided before, during, and after the body has been prepared.
  - If these actions are important religious or cultural practices, wear appropriate personal protection equipment (PPE) while working with the deceased. Funeral homes can help with this guidance.

#### What do funeral home workers need to know about handling people who have died of COVID-19? (3/12)

- Funeral home workers should follow their routine infection prevention and control precautions. Embalming can be conducted following [standard precautions](#). Follow local ordinances for burial or cremation of remains involved in an infectious disease outbreak.

#### My family member died from COVID-19 while overseas. What should I do? (3/12)

- If you are overseas, contact the nearest [US embassy or consulate](#).
- If you are in a different country from the deceased person, call the Department of State's Office of Overseas Citizens Services, open Monday through Friday, 8 AM to 5 PM EST at 888-407-4747 (toll-free) or 202-501-4444.

#### Can the COVID-19 virus be passed through water? Should wastewater treatment workers be worried?(3/15)

- No. Conventional water treatment methods should remove or inactivate the virus that causes COVID-19.
- Visit US CDC's [Water Transmission and COVID-19](#) page for more information.

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## COVID-19 and Education

#### Where can I find resources for children during the COVID-19 response? (3/26)

- Visit the [Maine Department of Education COVID-19 resources page](#).

#### What should I do if my kids can't go to school? (4/8)

- Childcare:
  - Talk with your employer about sick leave and telework options if you need to stay home with your child.
  - Consider alternate childcare arrangements, such as having a family member or friend watch your child while you are at work.
- Education:
  - Talk to your child's school about options for digital and distance learning.
    - The Maine Department of Education has made [resources available for parents](#).
  - Discourage children and teens from gathering in other public places while school is dismissed to help slow the spread of COVID-19 in the community.
- [Talk to your child](#) about COVID-19 to reduce anxiety and stress.

#### How long will schools be closed for the 2019-2020 school year? (4/8)

- On April 8, 2020, the Maine Department of Education Commissioner recommended that in-person instruction be suspended for the remainder of the 2019-2020 school year.
- Remote/distance learning will continue for the remainder of the school year.

#### Where can I go for more information about how my child will be educated for the remainder of the 2019-2020 school year? (4/8)

- Questions about education can be directed to the Maine Department of Education at (207) 624-6600 or visit the [COVID-19 resources page](#).

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## Travel and COVID-19

### Which states have confirmed cases of COVID-19?

- U.S. CDC has a [map of states with confirmed COVID-19 cases](#). This map is updated regularly.

### Which countries have confirmed cases?

- U.S. CDC has a [world map and list of countries with confirmed cases](#). This map is updated regularly.

### How effective are travel restrictions and quarantines? (3/31)

- Travel restrictions and quarantine measures help limit the spread of contagious disease and help public health authorities control outbreaks.
- Effective travel restrictions and quarantine alone may not stop the spread of disease. Everyone should practice [general prevention measures](#).

### Should I be concerned about travel within the US?

- Governor Mills recommends that people stay in place if possible, rather than traveling.
- Traveling increases your chances of getting COVID-19.
- If you must travel, practice [general prevention measures](#).
- Consider these questions before travel within the US:
  - Is COVID-19 spreading where you're going?
  - Will you or your travel companions be in close contact with others during your trip?
  - Are you or your travel companions at higher risk of severe illness if you do get COVID-19?
  - Do you have a plan for taking time off from work or school, in case you get exposed to, or are sick with, COVID-19?
  - Do you live with someone who is older or has a severe chronic health condition?
  - Is COVID-19 spreading where you live?
- The situation is rapidly evolving. For the most up-to-date travel information, visit [U.S. CDC's travel health notices page](#).

### Is it safe to travel to countries where there are cases of COVID-19? (3/24)

- Governor Mills recommends that people stay in place if possible, rather than traveling.
- Visit [US CDC's travel page](#) for the latest updates on travel restrictions and recommendations.
- All travelers should follow [general respiratory prevention measures](#).

### Am I at risk of getting COVID-19 on an airplane?

- Most viruses and other germs do not spread easily on airplanes because of how air circulates and is filtered.
- Although risk of infection on an airplane is low, travelers should practice [general respiratory prevention measures](#).

### Is it safe to go on a cruise?

- U.S. CDC recommends travelers defer all cruise ship travel worldwide, particularly those with underlying health issues.

### How are travelers being screened when they enter the U.S.?

- Visit US CDC's [Travel page](#) for the latest updates on screening and prohibitions for entry to the US.

### I (or someone I know) recently traveled to a **Level 3 area**. What should I do?

- If you traveled from a [Level 3 area](#), isolate at home for 14 days and monitor for symptoms, [following this guidance](#).
  - If you are sick: seek medical care but call ahead **BEFORE** you arrive at the healthcare facility. Isolate yourself until you are no longer showing symptoms (without the aid of medication).
- If you traveled to any other location, monitor your health for 14 days for symptoms (fever, cough, difficulty breathing). Unless experiencing symptoms, you can return to your normal activities.

## What are quarantine recommendations for people returning from global travel, including healthcare workers? (3/15)

- Travelers returning from countries with widespread or ongoing community transmission ([CDC Level 3](#)):
  - Self-quarantine at home for 14 days from the time you left the country with a Level 3 notice.
  - Monitor for fever (take temperature two times per day), cough, or trouble breathing. Contact a healthcare provider if you develop symptoms and let them know your recent travel.
  - Practice social distancing. Stay home (do not go to work or school), do not take public transportation or ride-shares, avoid crowded places, keep distance from others (about 6 feet).
- Travelers returning from other countries:
  - There are no requirements for self-quarantine or monitoring of individuals returning from countries without a CDC Level 3 Travel Alert Notice.
  - The decision to self-quarantine after travel from these countries is left up to individual judgement.
  - Travelers can visit [US CDC's travel page](#) to determine if COVID-19 is being transmitted in a community abroad.
  - If the decision to self-quarantine is made, follow these precautions:
    - Self-quarantine at home for 14 days from the time you left the country.
    - Monitor for fever (take temperature two times per day), cough, or trouble breathing during this time.
    - Practice social distancing. Stay home (do not go to work or school), do not take public transportation or ride-shares, avoid crowded places, keep distance from others (about 6 feet).

## What are quarantine recommendations for people returning from domestic travel (within the United States), including healthcare workers? (4/29)

- It is **mandated** that all out-of-state travelers coming into Maine and Maine residents returning to Maine quarantine for 14 days.
- To self-quarantine follow these precautions:
  - Stay at home for 14 days.
  - Monitor for fever (take temperature two times per day), cough, or trouble breathing.
  - Practice social distancing. Stay home (do not go to work or school), do not take public transportation or ride-shares, avoid crowded places, keep distance from others (about 6 feet).
  - You cannot go to public places including grocery stores or other essential personal reasons, except to seek emergency medical care. Plan to bring food for 14 days with you or arrange to have it delivered.

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## Basic COVID-19 Information

### How is COVID-19 different from the flu and common cold? (3/31)

- Some of the symptoms of COVID-19 are similar to influenza.
- Most coronavirus infections cause very similar types of respiratory illness. In some mild cases, COVID-19 may cause runny nose, cough, sore throat, and fever.
- Confirmed COVID-19 illness has ranged from mild symptoms to severe illness and death.

### How deadly is the COVID-19 virus? (3/31)

- Older people and those with chronic medical conditions are more likely to have severe illness or die from COVID-19.
- Most COVID-19 cases are mild. Initial studies indicate less than 15% of hospitalized patients for COVID-19 are severe.
- Experts believe COVID-19 is less fatal than SARS coronavirus.

### How long will concerns about COVID-19 last? (3/31)

- Concerns will linger until there is more scientific data about the behavior of COVID-19 and its impacts.

- It is likely that the virus that causes COVID-19 will continue to circulate.
- Concerns will persist as long as the virus continues to spread rapidly.

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